

March 11, 2026

CERTIFIED MAIL

Gertrude Mongare, Authorized Agent
B&G Caring Angels LLC
185 McCarrons Boulevard North Apt 116
Roseville, MN 55113

License Number 1100636 (HCBS – 245D)

ORDER TO PAY A FINE FOR BACKGROUND STUDY VIOLATIONS

Dear Gertrude Mongare:

The Department of Human Services (DHS) is ordering you to pay a fine of \$1200 for seven background study violations. Details of our findings are provided below. Our next steps and your options are also detailed.

Reason for the Fine

DHS is issuing this fine order based on your non-compliance with the following background study requirements:

Background Study Violation Determined on January 26, 2026:

As a result of a licensing review, a DHS licensor determined that you did not request background studies for seven staff persons before they began working in positions allowing direct contact with persons served.

The license holder did not complete a background study for seven staff persons before they began working in positions that allowed unsupervised direct contact with persons served by the program:

- SP1 was hired on January 12, 2022 and had unsupervised direct contact with persons served by the program on January 18, 2022. The license holder did not receive notification of clearance of a background study for SP1 until September 26, 2025.
- SP2 was hired on March 4, 2021 and had unsupervised direct contact with persons served by the program on April 12, 2021. The license holder did not receive notification of clearance of a background study for SP2 until September 18, 2025.
- SP3 was hired on March 15, 2022 and had unsupervised direct contact with persons served by the program on March 25, 2022. The license holder did not receive notification of clearance of a background study for SP3 until September 4, 2025.

- SP4 was hired on May 13, 2025 and had unsupervised direct contact with persons served by the program on May 17, 2025. The license holder did not receive notification of clearance of a background study for SP4 until September 24, 2025.
- SP5 was hired on March 25, 2025 and had unsupervised direct contact with persons served by the program on March 29, 2025. The license holder did not receive notification of clearance of a background study for SP5 until September 21, 2025.
- SP6 was hired on July 12, 2025 and had unsupervised direct contact with persons served by the program on July 15, 2025. The license holder did not receive notification of clearance of a background study for SP6 until November 15, 2025.
- SP7 was hired on August 5, 2025 and had unsupervised direct contact with persons served by the program on August 13, 2025. The license holder did not receive notification of clearance of a background study for SP7 until November 12, 2025.

You self-corrected the background study violation for SP3 by submitting the study on September 4, 2025, before a DHS licenser became aware of the violation, therefore you are not being fined for this violation.

You self-corrected background study violations regarding SP1-SP2, and SP4-SP7 by submitting the study before a DHS licenser became aware of these violations. Less than 365 days had passed since you had self-corrected a previous background study violation on September 4, 2025, therefore you are being fined for the violations regarding SP1-SP2 and SP4-SP7.

Statute Violated: Minnesota Statutes, sections 245C.04, subdivision 1, paragraph (h); and 245A.07, subdivision 3, paragraph (d).

Fine: \$1200

Corrective Action Required: Immediately and on an ongoing basis, you must comply with the background study requirements in Minnesota Statutes, chapter 245C.

Billing and Payment of the Fine

DHS will send you an invoice for the \$1200 fine. Payment must be made as directed on the invoice.

If you request a contested case hearing, as described below, do not pay the fine at this time. Following the contested case hearing, the Commissioner of DHS will issue a final order on this matter.

Please note, you may not avoid payment of this fine by closing, selling, or otherwise transferring the license to a third party. If this occurs, each controlling individual is personally and jointly responsible for payment. If you do not pay the fine on or before the date specified on the invoice and you did not request a contested case hearing, as described below, the Commissioner may issue a second fine, may not issue or reissue a license, or may suspend the license until the license holder pays the fine.

Your Right to Appeal

You have the right to appeal the fine. Your request must be in writing and clearly state that you are requesting a contested case hearing for this matter. Your request must be made before the deadlines provided below. If you do not meet this deadline, you lose your right to an administrative appeal. The timeline to appeal began when you received this order.

If you are mailing your request, it must be sent by certified mail and postmarked within 10 calendar days from when you receive this order. Please send it to:

Commissioner, Department of Human Services
Office of Inspector General
Legal Counsel's Office
Attn: Licensing Legal Unit
PO Box 64953
St. Paul, MN 55164-0953

If your request is being personally delivered, it must be received by DHS within 10 calendar days from when you receive this order. Please bring it to:

Commissioner, Department of Human Services
Office of Inspector General
Legal Counsel's Office
Attn: Licensing Legal Unit
444 Lafayette Road North
St. Paul, MN 55155

Upon DHS' receipt of your timely appeal, your case would be scheduled for a contested case hearing in front of an Administrative Law Judge. Following this hearing, the Commissioner of DHS will issue a final order.

Legal representation at the contested case hearing

You do not need a lawyer to appeal. However, a lawyer can help you with your appeal. The state or county will not get you a lawyer and will not pay for a lawyer. If you cannot afford a lawyer, you may be able to get free legal advice or help with your appeal. To find out if free help is available, contact: Volunteer Lawyers Network at 612-752-6677; Central Minnesota Legal Services at 612-332-8151; Southern Minnesota Legal Services at 651-222-4731; or go to www.lawhelpmn.org to find a local legal services program that may be able to help you.

You can also find information on contested cases from the Office of Administrative Hearings website at <https://mn.gov/oah/self-help>. Click on Administrative Law Overview, then click on Administrative Law Contested Case Hearing Guide for a list of frequently asked questions.

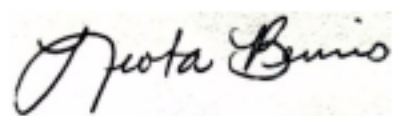
Legal Authority for this Licensing Action

- DHS may impose a \$200 fine for each background study violation under Minnesota Statutes, section 245A.07, subdivision 3, paragraph (c)(4)(iv).
- The exception that allows a license holder who self-corrects a background study violation to avoid a fine does not apply when the license holder was cited for the same violation within the past 365 days, under Minnesota Statutes, section 245A.07, subdivision 3, paragraph (d).
- Minnesota Statutes, section 245A.07, subdivision 3, paragraph (c)(5) states that license holders may not avoid payment of a fine by closing, selling, or transferring a license.
- Minnesota Statutes, section 245A.04, subdivision 7, paragraph (d)(4), states that DHS shall not issue or reissue a license if the applicant, license holder, or controlling individual has an outstanding debt related to a license fee, licensing fine, or settlement agreement for which payment is delinquent.
- Minnesota Statutes, section 245A.07, subdivision 3, paragraph (c)(2), states that that the license holder shall pay the fine assessed on or before the payment date specified, and if the license holder does not do so the commissioner may issue a second fine or suspend the license until the license holder complies.
- License holders have a right to appeal licensing actions and request a contested case hearing, under Minnesota Statutes, chapter 14 and Minnesota Rules, parts 1400.8505 to 1400.8612.
- NetStudy 2.0 is defined by Minnesota Statutes, section 245C.02, subdivision 13e.

Questions

If you have any further questions regarding this matter, you may contact Leota Bemis, Supervisor, at 651-431-5637.

Sincerely,



Leota Bemis, Unit Supervisor
Licensing Division
Office of Inspector General